April 16, 2015

TO:        Supervisor Michael D. Antonovich, Mayor
              Supervisor Hilda L. Solis
              Supervisor Mark Ridley-Thomas
              Supervisor Sheila Kuehl
              Supervisor Don Knabe

FROM:     Richard J. Bruckner
              Director of Planning

              Gail Farber
              Director of Public Works

**PROGRESS REPORT ON IMPLEMENTATION OF ELECTRONIC PERMITTING AND INSPECTIONS – COUNTY OF LOS ANGELES (ITEM 2, FEBRUARY 17, 2015)**

On February 17, 2015, on a motion by Mayor Antonovich and Supervisor Hilda L. Solis, the Board directed the Directors of Planning and Public Works to report back in 60 days on the progress of implementing their electronic permit processing system. The Board further instructed the Interim Chief Executive Officer to report back to the Board in 90 days on the following:

- Identify a location adjacent to or within the Department of Public Works Headquarters in Alhambra that can accommodate the Department of Regional Planning (DRP) and relevant permit staff from the Departments of Public Works, Fire, and Public Health;
- Provide a draft plan for moving forward that ensures the space requirements for each Department are met, identifies a proposed timetable, and addresses transportation options for affected employees;
- Identify costs associated with the proposed relocation and any technological improvements necessary to equip the regional development center; and
- Identify other County Departments that can relocate to the space vacated by DRP in the Hall of Records.

The purpose of this is to provide you with a progress report on the implementation of Electronic Permitting and Inspections-County of Los Angeles (EPIC-LA).

## Background

After extensive market research and a Request for Proposals process, DRP recommended that the Board award a 2-year contract to Tyler Technologies, Inc. (Tyler) to provide a commercial-off-the-shelf system to replace DRP's current land management permitting system. The Board awarded this contract on June 24, 2014, in the sum not to exceed $2,335,308.

The new system, EPIC-LA, will reduce the cost related to applicantion submittal as there will be no need to submit numerous copies of paper plans and will reduce the number of face-to-face meetings between County staff and the applicant, which will result in less travel time to County offices. EPIC-LA will also provide more certainty with respect to case processing timeframes and will implement a critical portal for easy customer access to project information.

In addition to many productivity improvements, EPIC-LA will enhance our customer service by providing the ability to research, communicate, and initiate projects or requests for services from any Internet-connected device. EPIC-LA will greatly enhance the land entitlement process by providing a better experience to our customers, reduce costs associated with paper copies, and more transparency.

## DRP Current Status

DRP kicked off this effort immediately following the Board's approval. DRP has been working closely with Tyler and has achieved completion of a number of milestones including:

- **Completion of Stage 1 – Initiation and Planning:** During this stage, DRP and Tyler established the framework for a successful implementation.
- **Completion of Stage 2 – Assess & Define:** During this stage, DRP and Tyler worked with subject matter experts to gain a comprehensive understanding of DRP's various workflows, business requirements, and configuration specifications.
- **State 3 – System Configuration:** DRP and Tyler are currently working to configure the EPIC-LA system in accordance with the requirement gathered in Stage 2.

## DRP Planned Go Live

The next phase will consist of building the system, testing, and training with an anticipated Go Live in November 2015.

## Public Works Current Status

Over the past 24 months, Public Works has gone live on several in-house developed land entitlement and permit tracking solutions. These solutions were designed to be data compatible with the EPIC-LA initiative. Applicants have been submitting land development applications, permits, and plans electronically. They can also make electronic payments online via credit card or e-check. Electronic plan checking has been a welcomed change within the development community and well received by the applicants, developers, and engineers that interact with the Development Services divisions of Public Works. An increase in the quality of customer service and a vast reduction in storage space have been realized.

Public Works is now preparing to integrate our data and workflow into EPIC-LA, allowing DRP and Public Works to seamlessly work together to process an applicant's project in a more timely and cost-effective manner. Valued workflows and processes developed in the existing solutions will be migrated into EPIC-LA. Applicants will also benefit financially by reducing paper use, printing costs, driving time, and gasoline consumption. It will also provide more certainty with respect to case processing timeframes and will implement a critical online portal for easy customer access to project information. EPIC-LA will ensure that our applicants experience a unified, customer-friendly, web-based entitlement and permitting process.

## Public Works Planned Go Live

The contract with Tyler will be amended to accommodate Public Works' scope of work. The Board of Supervisors is scheduled to consider approval of the amendment next month. If the County amends the contract to include Public Works, Tyler will devote separate dedicated staff to the Public Works project so there will be no impact to the DRP project. The two Tyler teams will work closely together to ensure an integrated solution so an applicant can work seamlessly with both departments. Public Works will be operational in EPIC-LA within 24 months of amending the contract.

Please let us know if you have any questions regarding this progress report.

RJB:GF:AO:AV

c:  Board Deputies
    Chief Executive Office (Hamai, Baker)
    Chief Information Officer (Arnstein)